



# Service Bulletin

File in Section: -

Bulletin No.: PIC3926E

Date: June, 2014

## PRELIMINARY INFORMATION

**Subject:** Radio Inoperative Buttons On Radio Inoperative Or Steering Wheel Controls For Radio Inoperative

**Models:** 2006 - 2012 Chevrolet Impala  
2006 - 2007 Chevrolet Monte Carlo  
2006 - 2011 Buick Lucerne

This PI was superseded to update Models and Years. Please discard PIC3926D

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

The radio may exhibit one of these concerns or a similar concern:

1. The radio will not turn on and will only display the clock.
2. All buttons on the radio are inoperative, but the volume and tune knobs will function. If the vehicle is equipped with steering wheel controls they will also be inoperative.

### Recommendation/Instructions

Either condition can be caused by a button that is physically stuck, a steering wheel control button or a radio button, or if there is an internal concern in the radio. If the radio was off when the concern occurred, the radio will not come back on during the next ignition key cycle because the push button for the power will be inoperative. If the radio was on when the concern occurred, the radio will come back on however all the buttons will still be inoperative. To diagnose and repair the concern, use the following steps:

1. Verify the customer concern
2. If equipped with steering wheel controls monitor them in BCM inputs data list. They should be idle in the data list. If they are not idle inspect the steering wheel controls for physically sticking. The resistance can also be measured between circuit 1375 and 1796
3. Next inspect the radio buttons to verify none of them are sticking.
4. If the cause has not been determined based on the diagnosis in the previous steps then the radio should be replaced.

### Warranty Information

For vehicles repaired under warranty, use:

The correction for this concern may be one of several repairs described above. For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the actual cause and repair.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.